

BEST PRACTICES: WELCOME COMMITTEE

by Hugh Adams, Southgate at Shrewsbury

*This "best practices" article is written from the perspective of a **new** Southgate resident.*

Southgate has a large and very active resident Welcome Committee. One of the primary responsibilities of the committee is to introduce new residents to the Southgate community. A committee member is assigned to contact new residents within a few days of their arrival to invite them to lunch or dinner. The member also contacts the new residents at a later time to see how they are doing.

My wife and I found the Welcome Committee extremely beneficial in helping us feel an integral part of the community. The committee member explained some of the protocols regarding the lounge and dining room, such as hours, registering at the hostess station, dress

code, etc. Since we were new to the area, the



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member also told us about local attractions and shopping locations. In our case, the member also introduced us to several Southgate residents who went to the church we planned to attend.

The role the Welcome Committee played in introducing us to Southgate was particularly valuable since we had lived and been active in a community in Connecticut for over 60 years. Therefore the move to Southgate was a major transition in our lifestyle.

